

Quality Improvement (QI) Work Plan

The QI Work Plan covers the current Contract cycle with DHCS with documented annual evaluations and documented revisions as needed. The QI Work Plan includes:

- Evidence of monitoring activities including: maintaining and reviewing member grievances, appeals, expedited appeals, State Hearings, expedited State Hearings, provider appeals, and clinical records reviews
- Performance measurement data monitoring the accessibility of services
- Evidence that QI activities, including PIPs, have contributed to meaningful improvement in clinical care and member services
- A description of completed and in-process QI activities that includes: monitoring efforts for previously identified issues, including tracking issues over time; objectives, scope, and planned QI activities for each year; and targeted areas of improvement or change in service delivery or program design
- A description of mechanisms implemented to assess the accessibility of services within our service areas
- Evidence of compliance with the requirements for cultural competence and language and format

